Annual Reporting for High-Cost Recipients 47 C.F.R. §54.313(a)(2) through (a)(6) and (h)



4001 Rodney Parham Drive • Little Rock, Arkansas 72212 Received & Inspected (501) 748-7000

June 11, 2014

JUN 30 2014

Ms. Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street SW Washington, D.C. 20554

FCC Mail Room

Ms. Karen Majcher Vice President – High Cost Low Income Division Universal Service Administrative Company 2000 L Street NW, Suite 200 Washington, D.C. 20036

RE: Connect America Fund, WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules enclosed is the 2014 annual report and certifications for Windstream Study Area Code 491193 located in New Mexico. A copy of this report is also being filed with the Universal Service Administration Company (USAC), relevant state public service commissions, and tribal governments.

This filing contains CONFIDENTIAL information, (200) Service Outage Reporting (Voice), which is not readily ascertainable to Windstream's competition. Release of this information would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position. Windstream requests that this data be treated as trade secret information.

Should you have any questions, please contact me via email at <u>jeff.l.heacox@windstream.com</u> or by phone at 501-748-5390.

Sincerely,

Jeff Heacox

Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

No. of Copies rec'd D

FCC For	rm 481 - Carrier Annual Reporting Data Collection Form	Called the Control of the Control	CC Form 481 MB Control No. 3060-0986/QMB Control No. 3060-0819 ily 2018
<010>	Study Area Code	491193	
<015>	Study Area Name	WINDSTREAM SW-NM#2	Received & Inspected
<020>	Program Year	2015	neocivoa a mopeotea
<030>	Contact Name: Person USAC should contact with questions about this data	Jeff Heacox	JUN 3 0 2014
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5017485390 ext.	ECC Nail Doom
<039>	Contact Email Address: Email of the person identified in data line <030>	jeff.1.heacox@windstream.com	FCC Mail Room
ANNUA	AL REPORTING FOR ALL CARRIERS		54.313 54.422 Completion Required Required (check box when complete)
<100>	Service Quality Improvement Reporting	(complete attached works	heet)
<200>	Outage Reporting (voice)	(complete attached works	heet)
<210> <300>	Unfulfilled Service Requests (voice) 16	o outages to report	· ////////////////////////////////////
<310>	Detail on Attempts (voice)		(attach descriptive document)
<320>	Unfulfilled Service Requests (broadband) 0		
<330>	Detail on Attempts (broadband)		(attach descriptive document)
<400>	Number of Complaints per 1,000 customers (voice)		_
<410>	Fixed 2.68 Mobile 0.0		1 1
<420> <430>	The same and the s	band)	()
<440>	Fixed 1.36		
<450> <500>	Mobile 0.0 Service Quality Standards & Consumer Protection R	tules Compliance (check to indicate certific	ation)
<510>	491193NM510.pdf	(attached descriptive o	ocument) ✓ ✓
<600>	Functionality in Emergency Situations 491193NM610.pdf	(check to indicate certific	ation)
<610>		(attached descriptive docu	ment) V
<700>	Company Price Offerings (voice)	(complete attached work	sheet)
<710>		(complete attached work	
<800> <900>	Operating Companies and Affiliates Tribal Land Offerings (Y/N)?	(complete attached work (if yes, complete attached work	
	Voice Services Rate Comparability 491193NM1010.pdf	(check to indicate certific	
<10102		(ottach descriptive docu	ment)
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certifi	cation)
<1110>		(complete attached work	1 4 2 4 2 4 4
<1200>	Price Can Carriers Proceed to Price Can Additional	Complete attached work	sheetj
	Price Cap Carriers, Proceed to Price Cap Additional Including Rate-of-Return Carriers affiliated with Pr		
<2000>	mending nate-of-neturn curriers affinited with Pl	(check to indicate certific	ation)
<2005>	Rate of Return Carriers, Proceed to ROR Additional	(complete attached work: Documentation Worksheet	sheet)
<3000> <3005>		(check to indicate certific (complete attached work:	

	ervice Quality Improvement Reporting Illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193	
<015>	Study Area Name	WINDSTREAM SW-NM#2	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com	
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O	
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes/no) O O	
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.		
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your c CETC which only receives frozen support, your progress report is only	ompany is a	
	required to address voice telephony service.		
	Please check these boxes below to confirm that the attached documents(s), on lit 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	ne	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets		
<114>	Report how much universal service (USF) support was received		
<115>	How (USF) was used to improve service quality		
<116>	How (USF)was used to improve service coverage		
<117>	How (USF) was used to improve service capacity		
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.		

(200)	Service	Outage	Repor	ting (Voice)
Data	Collection	on Form			

<220>

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Study Area Code	491193
Study Area Name	WINDSTRBAM SW-NM#2
Program Year	2015
Contact Name - Person USAC should contact regarding this data	Jeff Heacox
Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com
	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030>

<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
					-			5			10
											
4											
					9	See attached					
			-			rksheet					
			5 1A-2 - CANCEL				544 ACC TO 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
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		22					12		-		
				10 10 10 10 10 10 10 10 10 10 10 10 10 1							

	ce Offerings Including Voice Rate Data lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<701> <702>	Residential Local Service Charge Effective Date 1/1/2014 Single State-wide Residential Local Service Charge	

<703>	<81> //	<a2></a2>	<a3></a3>	 61>	<b2></b2>	<b3></b3>	<b4></b4>	<bs></bs>	<0>
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
					ing.				
	- AMT LUMB							R	
		-			V	: : : : : : : : : : : : : : : : : : :			
		7							
					See at	tached worksheet			
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(730) Broadband Price Offerings Data Collection Form		C Form 481 MB Control No. 3050-0986/OMB Control No. 3050-0819
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<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com

11>	41 >	<82>	<61>	<02>	(c)	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
-									
				See attac	ned				
				worksheet -					
						1000			

and the same	erating Companies ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		491193
<015>	Study Area Name		WINDSTREAM SW-NM#2
<020>	Program Year		2015
<030>	Contact Name - Person	USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Nu	mber - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address	- Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<810>	Reporting Carrier	Valor Telcommunications of Texas, LLC	
<811>	Holding Company	Windstream Holdings, Inc.	
<812>	Operating Company	Valor Telcommunications of Texas, LLC	

<813>	481>	<92>	485
	Affiliates	SAC	Doing Business As Company or Brand Designation
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COMMAND TO STATE OF	bal Lands Reporting lection Form			FCC Form 481, OMB Control No. 3060-0986/OMB Control No. 3 July 2013	060-0819
<010>	Study Area Code		491193		
<015>	Study Area Name		WINDSTREAM SW-NM#2		
<020>	Program Year		2015	1211 - 20 00 00 00 20	= -2
<030>	Contact Name - Person USAC should contact regarding this data		Jeff Heacox		
<035>	Contact Telephone Number - Number of person identified in data line <	<030>	5017485390 ext.		
<039>	Contact Email Address - Email Address of person identified in data line	<030>	jeff.1.heacox@windstream.com		
<910>	Tribal Land(s) on which ETC Serves	Pueblo Apache	of Zia,Pueblo of San Ildefonso, Pueb: Nation, Navajo Nation	o of Jemez,Ohkay Owingeh Pueblo, Pueblo of Santa Cla	ra, Jicarilla
<920>	Tribal Government Engagement Obligation	491193		ched Document	
If your o	company serves Tribal lands, please select (Yes,No, NA) for each these boxes				

§ 54.31	3(a)(9) includes:
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
<922>	Feasibility and sustainability planning;
<923>	Marketing services in a culturally sensitive manner;
<924>	Compliance with Rights of way processes
<925>	Compliance with Land Use permitting requirements
<926>	Compliance with Facilities Siting rules
<927>	Compliance with Environmental Review processes
<928>	Compliance with Cultural Preservation review processes
<929>	Compliance with Tribal Business and Licensing requirements.

to confirm the status described on the attached document(s), on line 920,

demonstrates coordination with the Tribal government pursuant to

	Terrestrial Backhaul Reporting ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030	jeff.l.heacox@windstream.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

Lifeline	rms and Condition for Ufeline Customers ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <03	30> 5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <0	30> jeff.l.heacox@windstream.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	491193NM1210.doc
		Name of Attached Document
<1220>	Link to Public Website	http://www.windstream.com/About-Us/Lifeline-Applications/
or the we	neck these boxes below to confirm that the attached document(s), on line 1210, biste listed, on line 1220, contains the required information pursuant to a)(2) annual reporting for ETCs receiving low-income support, carriers must eport:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	

(2000) Pr	ice Cap Carrier Additional Documentation		FCC Form 481	
Data Coff	ection Form	STATE OF THE STATE OF		0-0986/OMB Control No. 3060-0819
	Rate-of-Return Carriers offiliated with Price Cap Local Exchange Carriers		July 2013	
III AMERICAN				
<010>	Study Area Code			
<015>	Study Area Name	491193 WINDSTREAM SW-NM#2		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com		
CHECK th	ne boxes below to note compliance as a recipient of Incremental Connect Ameri	ica Phase I support, frozen High Cost support, H	igh Cost support to offset access charge reductions, a	nd Connect America Phase II
	support as set forth in 47 CFR § 54.313(b),(c),(d),(· [[] [] [[] [] [] [] [] [] [[프리] : (1) (2) (2) (2) (2) (2) (2) (3) (3) (4) (4) (4) (4) (4) (4) (4) (5) (5) (6) (6) (6) (6) (6) (7) (7) (7)	
	NO E CANTOLOGO			
	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))			
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))			
2012	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
<2015>	2016 and future Frozen Support Certification			
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
<2016>	Certification Support Used to Build Broadband			
	Connect America Phase II Reporting (47 CFR § 54.313(e))			
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification			
<2019>	Interim Progress Certification			
<2020>	Please check the box to confirm that the attached document(s), on	line 2021, contains the required information		
	pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support			
	addresses of community anchor institutions to which began providing preceding calendar year.	ng access to broadband service in the		
	preceding earlinear year.			
				1
		1		1
	9 8 8 B 018 8 8 8 8	1		1
<2021>	Interim Progress Community Anchor Institutions			1
				1
				1
		Name of	Attached Document Listing Required Information	-

Self-Marie	ate Of Return Carrier Additional Documentation	PCC Form 481
Seta Col	lection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193
<015>	Study Area Name Program Year	WINDSTREAM SW-NM#2
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ieff.l.heacox@windstream.com
CHECK		nt to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 4 he information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan	
	Milestone Certification (47 CFR § 54.313(f)(1)(i))	
		Name of Attached Document Listing Required Information
(3011)	Please check this box to confirm that the attached document(s), on line 3 § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addreproviding access to broadband service in the preceding calendar year.	
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	
		Name of Attached Document Listing Required Information
(3013) (3014)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report	(Yes/No) (Yes/No)
Please	check these boxes to confirm that the attached document(s), on line 3017	7, contains the required information pursuant to § 54.313(f)(2) compliance requires:
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	ish Flows
Accessed.		
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	
		Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) (C)(C)
1		
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a fo	ormat comparable to RUS Operating Report for Telecommunications
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Co	ash Flows
(3021)	Management letter issued by the independent certified public accountant that	performed the company's financial audit.
8000008	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an	
(JOEL)	independent certified public accountant; or 2) a financial report in a	
	format comparable to RUS Operating Report for Telecommunications	
	Borrowers,	_
(3023)		
(2024)	public accountant	—
(3024)	Underlying information subjected to an officer certification. Document(s) for Balance Sheet, Income Statement and Statement of Ca	ash Flows
,	possessing of the parameter of the state of	ant (forms
(3026)	Attach the worksheet listing required information	
	L	Name of Attached Document Listing Required Information

1-557-257-257-247-7-3-1	don - Reporting Carrier lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-08 19 July 2013
<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: WINDSTREAM SW-NM#2 Signature of Authorized Officer: Certified Online Date 06/19/2014 Printed name of Authorized Officer: Tim Loken Title or position of Authorized Officer: Director Regulatory Reporting Telephone number of Authorized Officer: 5017487442 ext. Study Area Code of Reporting Carrier: 491193 Filing Due Date for this form: 06/30/2014 Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

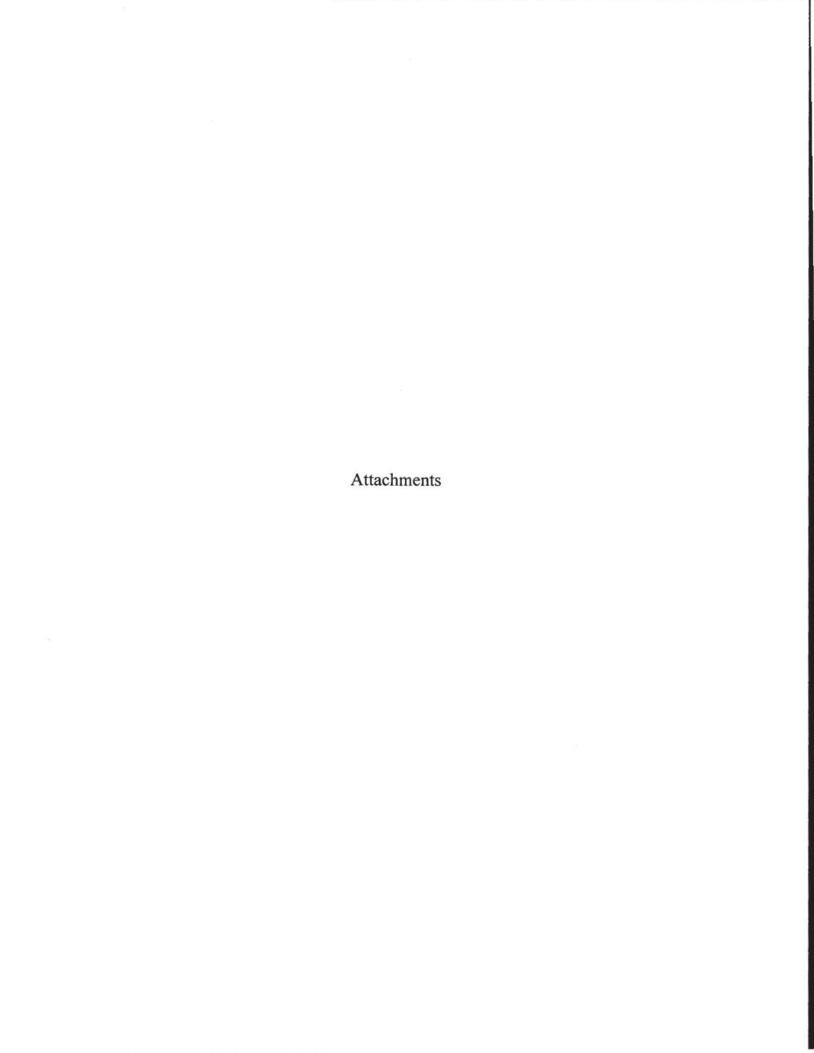
Data Col	tion : Agent / Carrier lection Form	FCC Form 481, OMB Control No. 5060-0986/OMB Control No. 5060-091912 Tuly 2013
<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)	is authorized to submit the Information reported on behalf of the reporting carrier.
also certify that I am an officer of the reporting carrier; n agent; and, to the best of my knowledge, the reports and	y responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized data provided to the authorized agent is accurate.
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipies	nts on Behalf of Reporting Carrier
	norized to submit the annual reports for universal service support reporting carrier; and, to the best of my knowledge, the informati	
Name of Reporting Carrier:		
Name of Authorized Agent or Employee of Agent:		
Signature of Authorized Agent or Employee of Agent:		Date:
Printed name of Authorized Agent or Employee of Agent:		
litle or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	gent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	



(200)	Service	Outage Reporting	(Voice)
	Collectic	# 1 Mary 2 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 /	

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<220>		

<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Star Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
13-01960580	01/19/2013	13:11	01/19/2013	15:38	14115	35355	No	Wireline (including cable) Voice (non-VoIP), Facility Outage (Microwave, Fiber, Copper, etc.)	Yes	Part of a tiber ring was cut outside of Mindstream's territory in Mescalero, NM.	Connecting company repaired cut cable
13-20166665	7/19/2013	18:03	7/19/2013	19:22	620	35355	No	Wireline (including cable) Voice (non-VoIP), Weather	No	Flooding from tains washed out the fiber carrying spans to BLS 334 and the remote went isolated	Repaired/Replaced faulty hardware
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-											
								se .			
					-						

Data Col	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	491193	
<015>	Study Area Name	WINDSTREAM SW-NM#2	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.	

jeff.l.heacox@windstream.com

<701> Residential Local Service Charge Effective Date

(700) Price Offerings including Voice Rate Data

<702> Single State-wide Residential Local Service Charge

<039> Contact Email Address - Email Address of person identified in data line <030>

1/1/2014

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	 State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
IM	ALL		FR	15.28	0.0	0.53	0.0	15.81
IM	ALL		MS	10.0	0.0	0.35	0.0	10.35

<010>	Study Area Code	491193
<015>	Study Area Name	WINDSTREAM SW-NM#2
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

(ab		<b1></b1>	I				Usage Allowance	<d4> Usage Allowance</d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)		Action Taken When Limit Reached (select)
NM	ALTO	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowan
NM	ESPANOLA	42.99	0.0	42.99	12.0	2.0	0.0	Other, No limit on usage allowan
NM	ESPANOLA	49.99	0.0	49.99	24.0	2.0	0,0	Other, No limit on usage allowan
NM	ESPANOLA	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowan
NM	RUIDOSO	42.99	0.0	42.99	12.0	2.0	0.0	Other, No limit on usage allowan
NM	RUIDOSO	49.99	0.0	49.99	24.0	2.0	0.0	Other, No limit on usage allowar
NM	RUIDOSO	49.99	0.0	49.99	24.0	4.0	0.0	Other, No limit on usage allowar
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